



ANIMAL CARE & CONTROL

Issues / Items Identified at KICK-OFF Meeting – October 28, 2014

Description	Assigned Subcommittee
<ul style="list-style-type: none"> Since a new shelter is not likely, consider constructing a “D-Wing” at the East shelter for sick animals to keep them isolated. Usage / Capacity – the adoption wing at the West shelter is the smallest and needs to be larger. Create MORE SPACE for animals. It is time to make a capital investment in the East Valley shelter. It is not conducive for overall health and behavioral issues. 	Budget & Funding
<ul style="list-style-type: none"> Clarification of FUNDING is needed between mandated and non-mandated programs. Identify the reason for the decreased funding over the past few years. Fund 572 – it is explained that no general funds are received. This should be clarified. Adoptions don’t cost as much as has been stated. Funding and marketing should be reviewed so the number of animals that have to be killed are less, this may include funding from the County budget. Donations are from outside public systems and it doesn’t have to be all from donations. 	Budget & Funding
<ul style="list-style-type: none"> Improved VET CARE involving surgeries and after-care – Rescues have had to take animals to another vet to correct surgeries or complications associated with poor quality of care. More funding is needed for qualified vet staff. Department appears to have 66% less veterinarians and techs than needed – 15 additional vets and 45 vet techs may be the correct staffing level. There is a technical shortage of qualified veterinarian professional in the labor pool right now. Animals need to receive proper medication so they aren’t in pain. 	Budget & Funding
<ul style="list-style-type: none"> Increase staffing. 	Budget & Funding
<ul style="list-style-type: none"> HOURS OF OPERATIONS – The shelters need to be open every Sunday. The shelters should be open on Black Friday and have extended evening hours. 	Budget & Funding

<ul style="list-style-type: none"> • Review the EVALUATION process – Improper labeling both at time of intake and at the 72-hour evaluation. Further, the two evaluations may be redundant. • Mislabeling of breeds – every dog is labeled a Pit Bull, may be a Boxer Mix. • Implement special protocols for shy, fearful animals to give them a better chance during evaluations. • Refinement of compassionate care at intake – animals are on the hard concrete floor without a blanket. Strays should be given a small meal rather than having to wait until the end of the day. • Evaluations – Both County staff and HALO conducts evaluations. Although the evaluations may be different from one another, both should be available. 	Outreach & Marketing
<ul style="list-style-type: none"> • More EDUCATION of pet owners is needed on vaccines – Parvo on the increase. • Increase community outreach to improve pet retention. • Better customer service is needed – there needs to a shift in mindset away from blaming the public, but rather educate and help. An example is the number of lost dogs over 4th of July each year. • Focus on onsite public education and correct labeling. The kennel cards should be changed the minute the animal is off hold – Promote a sense of urgency – Include a statement like, “My hold is up – Ask about me!” People need to understand they can’t wait until the weekend to come and get their animals. The public needs to understand the 72-hour hold period. 	Outreach & Marketing
<ul style="list-style-type: none"> • Increase and improve VOLUNTEER PROGRAM. • There are approximately 500 volunteers at the West shelter. There needs to be more recruitment of volunteers and fosters. • The relationship between staff and volunteers needs to be improved. Volunteers seem to be doing more than staff. 	Outreach & Marketing
<ul style="list-style-type: none"> • Comprehensive MARKETING Program – multimedia – donations, recruit and train more volunteers, customer service. • Marketing & Promotion through social media to have the community assist with the issues and solutions – public ownership of the solutions is important. Funding programs should be explored – Fundshare, etc. • Public Relations and Community Development 	Outreach & Marketing
<ul style="list-style-type: none"> • Expand role of NEW HOPE partners – New Hope can help more than just take animals. 	Outreach & Marketing
<ul style="list-style-type: none"> • Cruelty cases – More information is needed on how to handle, what to do. A relationship needs to be built with the police so we can better inform the public. 	Outreach & Marketing

<ul style="list-style-type: none"> • Better TRAINING / cross-training of staff on the various processes – it seems someone always needs to track down more than one person to find someone knowledgeable. • Improved customer service training for staff to help with adoptions 	Process & Service
<ul style="list-style-type: none"> • CONSISTENCY BETWEEN EAST & WEST SHELTERS – East dogs do not receive the Bordatella vaccine, while the dogs at the West shelter are vaccinated. East dogs get 4-in-1 vaccine and flea/tick treatment and only receive Bordatella if they go to Petsmart. The dogs actually stay longer at the East shelter. Bordatella will help prevent dogs from getting sick or infecting others. • Cleanliness – East shelter is always dirty. • West Shelter needs better directions on where to go and all the areas animals are housed – An Entrance / Exit Kiosk may be an option. • Consistency in practices across the East & West shelters is needed. East is known more as a safe haven for Pit Bulls and the West for Chihuahuas. It should be considered to make sure both shelters have a better balance of both. 	Process & Service
<ul style="list-style-type: none"> • Review the 72-HOUR HOLD PERIOD. In Arizona, you have to have the animal for 6 days to be the legal owner, so why is the hold period only 72-hours? The County should be held to the same standard. Many dogs are euthanized immediately after the hold, an additional day or two can give them more of a chance. There seems to be space at the West shelter. • The 72-hour hold should be minimum, not maximum. The public should have the option of placing a down payment on an animal if the owner doesn't retrieve. The 6-day ownership law needs to be changed. • There needs to be an extra day between assessment and euthanizing an animal at 5:00 am following the 72-hour hold. 	Process & Service
<ul style="list-style-type: none"> • Foster Care Programs / Strategies 	Process & Service
<ul style="list-style-type: none"> • Pet Retention Programs / Strategies 	Process & Service
<ul style="list-style-type: none"> • TNR – Trap Neuter, Return Program 	Process & Service
<ul style="list-style-type: none"> • Medical and Behavioral Strategies 	Process & Service

<ul style="list-style-type: none"> Proactive Redemption – Return to Owner of Lost Pets with involved field officers. 	Process & Service
<ul style="list-style-type: none"> Comprehensive onsite and offsite adoption programs 	Process & Service
<ul style="list-style-type: none"> Rescue Groups Strategies 	Process & Service
<ul style="list-style-type: none"> Compassionate and dedicated Director 	Process & Service
<ul style="list-style-type: none"> Low Cost Spay and Neuter Program / Strategies 	Process & Service
<ul style="list-style-type: none"> Payment Options – There should be options. It has been observed where people can't get their dog back because it cost too much (boarding fees) but a stranger could adopt the same dog for less. 	Process & Service
<ul style="list-style-type: none"> Customer service – there needs to be more signage, more info, more greeters / volunteers, and info on payment options. 	Both Process & Service plus Outreach & Marketing
<ul style="list-style-type: none"> HALO gets first choice of dogs so they take priority over adoptions. HALO charges more than the shelter to adopt, which seems unfair. HALO is able to return the dogs. The HALO contract should be reviewed. 	Process & Service
<ul style="list-style-type: none"> Revise the department's mission statement. 	Process & Service
<ul style="list-style-type: none"> Consider licensing / permitting boarding kennels given the recent tragedy at Green Acres. 	Process & Service – Could also be Funding
<ul style="list-style-type: none"> Review State statutes / legislation – there are too many animals and we need to reduce the number that go into the shelter. May be options for breeder specific legislation and mandatory spay & neuter. 	Process & Service
<ul style="list-style-type: none"> MCACC should be reviewed holistically – evaluate the strategic nature of the organization, transparency, sustainability and accountability. A detailed roadmap of the PROCESSES than what was initially provided – Members need to understand what is already being done before you can fix. Process flowcharts should be tied into ORG charts to know who is actually doing which items/tasks. Review complaints and categorize. Identify where the “log jams” exist to make the process more efficient. The policies and procedures need to be made available and reviewed. 	Process & Service

<ul style="list-style-type: none"> • Improve New Hope process for payment – East shelter doesn't charge for the altering of animals and West does – Partners have to pay in advance for the spay or neuter and then come back a second time to pick up the animal. • New Hope Partners should be able to pay by credit card or have more payment methods. • Greater efficiency with New Hope processing. 	Process & Service
<ul style="list-style-type: none"> • The Call Center wait time is too long. It is often a 30-minute hold. 	Process & Service
<ul style="list-style-type: none"> • There needs to be more enforcement of the licensing law – it is not being enforced. 	Process & Service
<ul style="list-style-type: none"> • Review how the E-List is developed. There seems to be discrimination of breeds for euthanasia (West euthanizes many Pit Bulls). 	Process & Service
<ul style="list-style-type: none"> • Have absolute transparency online. 	Process & Service
<ul style="list-style-type: none"> • Return To Owner program (RTO) with mandatory microchips. 	Process & Service